

## US eMedical Updates and FAQs webinar 10/30/2019 @ 9am

### Questions and Answers in the Q&A box during the live webinar Transcript

#### Question 1:

**Question:** Is US eMedical similar as others eMedical systems used by AUSTRALIAN, CANADA etc...? If not, what are the particularities?

**Answer:** The eMedical training will detail the US specific information for eMedical. It may not seem like new information if you are using eMedical for another govt, but there are some US specific information shared in the training (videos AND additional documents that must be reviewed). You will receive an email from your Consular Section when it is your countries scheduled time to complete eMedical training for the US and your US eMedical start date.

#### Question 2:

**Question:** How we should proceed when we decide deferred testing for substance abuse, the request of medical records, etc.?

**Answer:** Contact your Consular Section and inform them regarding urine deferred testing.

#### Question 3:

**Question:** It could be possible to that Panel Physician (only), to fill and submit CXR - exam 502 - ON BEHALF OF the radiologist, like we are able to do for other countries on eMedical? This will save a lot of time.

**Answer:** No. The Panel Physician is not permitted to complete the 502 chest x-ray exam (the Panel Physician can only complete the Pregnancy declaration component). The Panel Physician is not permitted to submit the 502 chest exam on behalf of the Radiologist. eMedical will not allow the Doctor role to enter any information into the 502 chest x-ray exam. Clerical (Radiology) staff may assist the Radiologist in entering some data entry information.

**Only the Radiologist is permitted to complete the 502 chest x-ray *Findings*, complete the *Examiner Declaration*, and *Submit* the 502 exam.**

#### Question 4:

**Question:** Who do we contact to rectify an error in Pre-Exam once it is submitted?

**Answer:** You must submit an inquiry to the eMedical helpdesk, using **Contact us** in the eMedical system. The eMedical helpdesk at Australia Department of Home Affairs will respond to the specific inquiry to assist.

#### Question 5:

**Question:** Where are the training documents and videos available from?

**Answer:** Your US Consular Office will send the training instructions to the panel site only when it is time for that specific wave of specific countries to begin their training period a few weeks prior to the time they are to begin using the eMedical system for US IMEs. Training materials will not be released prior to that point or prior to the specified wave for specific countries.

#### Question 6:

**Question:** Do Clerical (Medical) get their own password to log in or they use the Panel Physician's login information?

**Answer:** Every user role in eMedical will have their own unique UserID and each user will have to create their own unique password.

**Do not share your eMedical UserID or password with anyone.** This is a major privacy and security issue and is not permitted.

#### Question 7:

**Question:** Is there any plan to have the training videos, for example, in local languages, like Spanish?

**Answer:** No. All materials for the US panel physician sites are in English. The CDC will not translate any information to multiple languages. If your site feels it is more beneficial for your support staff to have the training materials translated in your local language, it will be the responsibility of the panel site to translate materials in their local language.

**Question 8:**

**Question:** On occasions the eMedical will suggest a "no apparent" classification. However, if you click B other it will open a text box where the panel physician can add observations about hypertension, diabetes or other conditions that require treatment or specialized follow-up. We believe this is appropriate and correct but would appreciate your "OK".

**Answer:** Yes, this is OK to do. We are currently working to include additional classifications to the Classifications page that reflect the Technical Instructions. However, these changes will take some time to implement and include in the system.

**Question 9:**

**Question:** Can we know the clear criteria for condition that needs referral. like for visual acuity scores 6/6,6/9,6/12,6/18,6/24...

**Answer:** Follow the technical instructions for conditions that require a referral.

**Question 10:**

**Question:** Can we open more than one applicant's information in same time?

**Answer:** No.

**Question 11:**

**Question:** Can we use e-medical for K1 Visa applicants?

**Answer:** No.

**Question 12:**

**Question:** Can we use e-medical for DV applicants?

**Answer:** US eMedical will not be used for diversity visas at this time.

**Question 13:**

**Question:** How many Panel Physicians per Panel site will have access to U.S eMedical?

**Answer:** The number of panel physicians that have access to eMedical cannot be definitively determined because there are several factors to consider depending on the information the panel's US Consular Office submits to the US Department of State [list of user for eMedical- Panel Physicians, Radiologists, and Clinic Administrator roles], volume of applicants for the clinic, locale, and panels who are listed on the panel physician agreement.

**Question 14:**

**Question:** Is my understanding correct, that diversity visa applicants should not be processed through eMedical? We can still use paper forms for them?

**Answer:** Diversity visas will not be processed through eMedical for the US. Panel sites should continue to use paper for diversity visas.

**Question 15:**

**Question:** If the panel physician is in disagreement with the X-ray interpretation by the radiologist once in the system, is there a way to reverse the interpretation afterwards if required?

**Answer:** First, the panel physician must have a conversation with the Radiologist about their observations that may be different from that of the Radiologist. There must be an agreement between the Doctor and Radiologist if any reversal of the findings is agreed upon.

No changes to the 502 exam findings without having a conversation with the Radiologist. Again, any agreed upon changes must be made by the Radiologist AND the Doctor.

If the Radiologist has not submitted the ***Examiner Declaration*** in the 502 exam yet, once the Doctor and Radiologist have had a conversation and reached an agreed consensus about the Findings, then the Radiologist can make the proper corrections to the ***Findings*** section of the 502 exam. If the Radiologist has already submitted the Examiner Declaration for the 502 exam, he/she must contact the eMedical helpdesk by submitting an inquiry using the Contact Us function in the system to explain the issue and to request the 502 chest x-ray examination to be reopened. The panel physician cannot make any changes to the 502 exam.

**Question 16:**

**Question:** How long does it take to physically complete a health case in eMedical?

**Answer:** It is a case by case basis. We cannot give an exact determination of how long it takes to complete a health case in eMedical.

**Question 17:**

**Question:** How many pictures are uploaded in the eMedical system!

**Answer:** Only one photo can be uploaded on eMedical for an applicant.